



Citrix®  
**Services  
Portfolio™**

Get the most out of your  
application server software with  
*Applied SBC Partner  
Support Services.*

#### Benefits

- **Technical Support**—We'll use the latest technology and tools for remote diagnostics and session shadowing to resolve your problems quickly.
- **Proactive Information Services**—On a regular basis, we'll send the latest technical updates and hotfixes of all known software problems.
- **Citrix Solution Tools** — To help you stay a step ahead, we've tapped the expertise of our technical support professionals and development engineers to create a comprehensive set of solutions.
- **Relations Management**—Our expert services will work with your key management and support staff to ensure your Citrix solution runs at maximum efficiency.

Keeping your technology investment operating at maximum efficiency is a vital element of “Digital Independence™” — and for the success of your company. That's why we've created Applied SBC Partner Support Services. This program allows you to customize the level of support you receive to meet the challenges in your application server software environment.

#### Meeting your deployment challenges.

Regardless of whether you're a small or mid-sized business utilizing a few Citrix servers or a large corporation that deploys business-critical applications across the extended enterprise, we can work with you to create a support program that fits your unique needs.

#### You'll receive valuable benefits including:

**Technical Support**—You'll get extensive phone assistance to help resolve complex problems based on selected coverage hours.

**Proactive Information Services**—You'll receive technical updates of hotfixes, current issues and more that will assist you in the prevention of known problems.

**Citrix Solution Tools**—We'll equip your staff with the latest knowledge on Citrix products and enhance your support and service capabilities.

**Relations Management\***—A Technical Relations Manager (TRM) will be assigned to build and maintain technical relationships with your key management and support staff, thus ensuring that each element of Preferred Support meets your business requirements.

#### Tap into the knowledge of application server experts.

Quite simply, Applied SBC Preferred Support Services give you easy access to the application server software experts. Many of our support engineers are trained as Citrix Certified Administrators (CCA) and Microsoft® Certified Systems Engineers (MCSE). In addition, these dedicated employees are constantly refining their skills and expanding their expertise into other technical areas through extensive training and certification programs. Our service experts can replicate technical issues in the lab and have access to extensive

**CITRIX®**

Now everything computes.™

hardware and software resources for testing and troubleshooting. We can even shadow a user session to physically see problems and quickly develop a solution.

### Choose the level of support you need.

To meet your specific requirements, Applied SBC offers five different levels of support so you can get the most out of our resources, expertise and leading-edge capabilities and maximize your application server software investment.

The following table outlines the different levels of support that are available. In this table, an “incident” is defined as a single support issue and reasonable effort(s) needed to solve it.

Partner Options	Description of Services
Basic Partner Support	Up to 10 incidents per year Basic coverage hours (8 a.m. – 5 p.m.) 1 named contact Incidents convertible to on-site service (ask your rep for details.)
Partner Support	Up to 25 incidents per year Basic coverage hours (8 a.m. – 5 p.m.) 3 named contacts Incidents convertible to on-site service (ask your rep for details.)
Premium Partner Support	Up to 50 incidents per year 24x7 coverage hours 5 named contacts Incidents convertible to on-site service (ask your rep for details.) 1 assigned TRM for Relations Management Services
Premium Partner PLUS with Add-on Region <sup>1</sup>	Up to 125 incidents per year 24x7 coverage hours 9 named contacts/primary region Incidents convertible to on-site service (ask your rep for details.) 1 assigned TRM for Relations Management Services per region
Premium PLUS NATIONAL <sup>1</sup>	Unlimited incidents per year 24x7 coverage hours 11 named contacts/primary region Most Incidents convertible to on-site service (ask your rep for details.) 1 assigned TRM for Relations Management Services per region

Additional Contacts and Add-on Incident Packs of 25 may be added.

To learn more about how the Applied SBC Partner Support Services can help you get the most out of your application server software, visit our website today at [www.appliedsbc.com/support](http://www.appliedsbc.com/support) or call (425) 462-0142.

Headquarters  
Applied SBC, Inc.  
1750 - 112th Ave. NE, Suite E-168  
Seattle, WA 98004 USA  
Tel: (425) 462-0142  
Fax: (425) 462-0948  
[www.appliedsbc.com](http://www.appliedsbc.com)

<sup>1</sup>This service is only available in the Premium PLUS Option. <sup>1</sup>Excludes areas outside North America.

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